

TOWN OF ANDOVER, MASSACHUSETTS

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DEPARTMENT OF PUBLIC WORKS WATER TREATMENT PLANT 397 LOWELL STREET 01810-4416

Dear Residents,

Following the letter sent in October 2008 regarding improper disposal of household items into the sewer system, we continue to experience an alarming number of clogged pumps at the sewer pump stations throughout town. These clogs are a result of foreign material being flushed down the toilets or poured down drains. The pumps in these stations are designed to handle water, human waste and tissue paper only. To prevent malfunction of pumps at these stations, all types of wipes, rags, feminine hygiene products and similar items should be thrown out with the trash or otherwise disposed of properly.

Clogged pumps lead to sewer backups which can back up into homes and are expensive to clean and repair. Persistent clogs can also damage the piping between the house and sewer connection, the cost of which is borne by you – the sewer rate payer.

Please share this information with all members of your household. If you have an outside cleaning company or contractor come in to clean your home, please be sure to pass this information on to them as well.

If you have any questions about this letter please feel free to call Environmental Analyst Alison Armstrong at 978.623.8350 x.531.

Examples of what **should not** be flushed down toilets or poured down drains are as follows:

- Feminine hygiene products of any kind.
- Q-Tips
- Dental floss
- Cloth wipes or wipes of any kind (even if the container indicates that they are 'flushable')
- Plastics
- Paper (other than toilet paper/tissue)
- Gum
- Grease of any kind – especially cooking grease
- Paint
- Gasoline or any explosive material
- Medicines